

# IDENTITYportal

## QUICKGUIDE



### Profile Management

Manage each of your associated application user profiles in one centralized location.



### Support

Request directed support for a specific application or send a general request. Submit feedback or give kudos. All in one centralized environment.

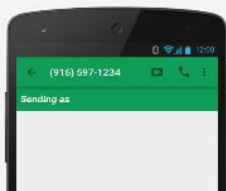


### Self Service

Activate your account, unlock your user, reset your password, update your multi-factor preferences, register for SMS notifications.



## IDENTITYportal

### Register for SMS Notifications

Receive your Access Codes via Text message instead of e-mail

Continue



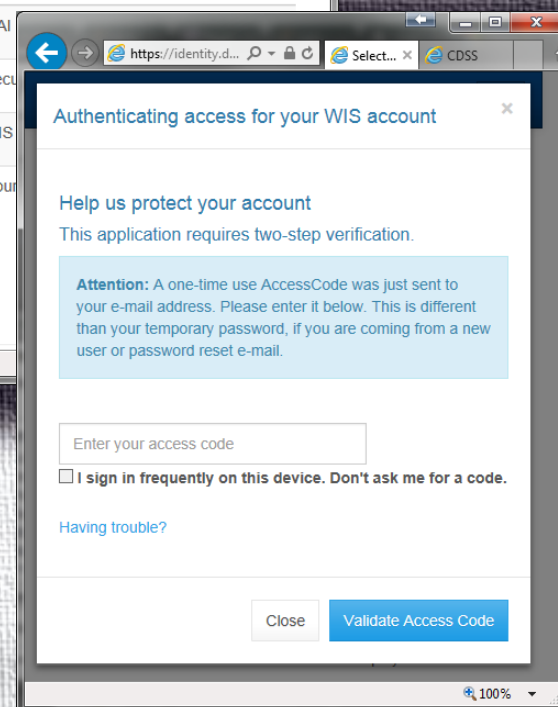
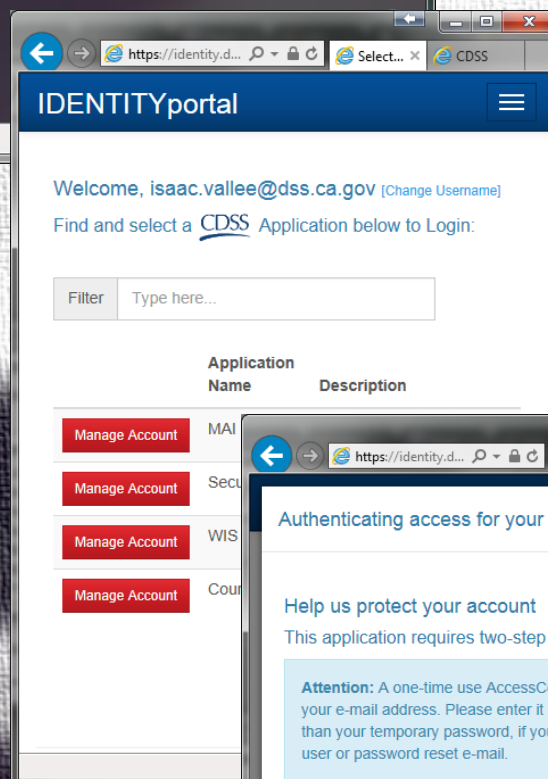
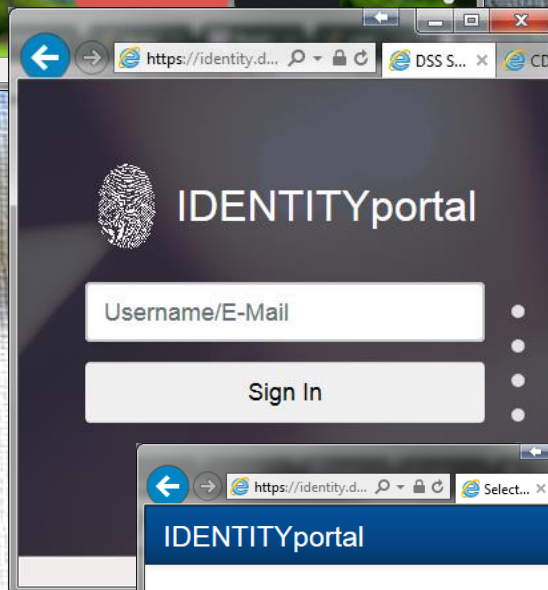
# CDSS

CALIFORNIA  
DEPARTMENT OF  
SOCIAL SERVICES



## Login

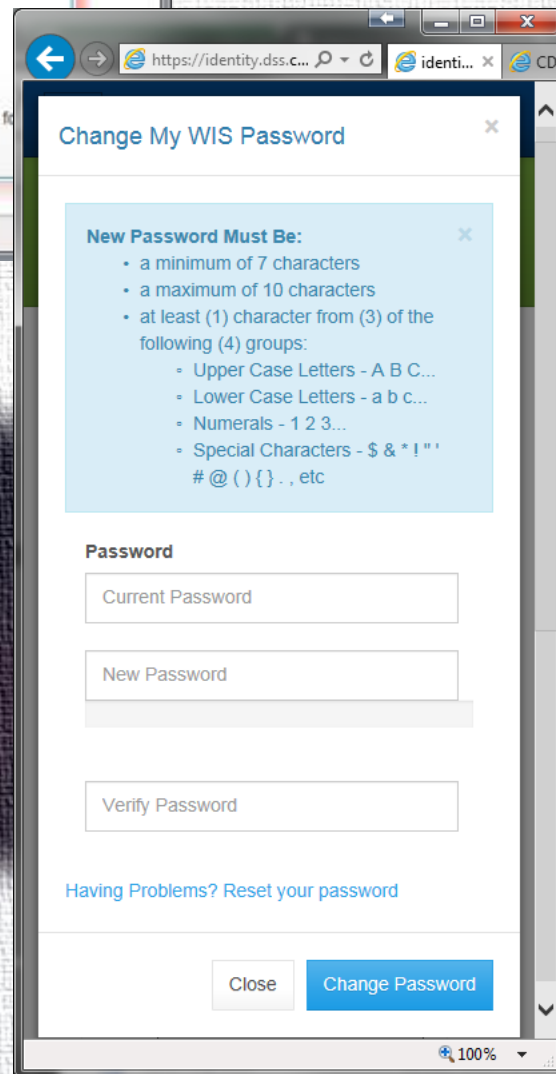
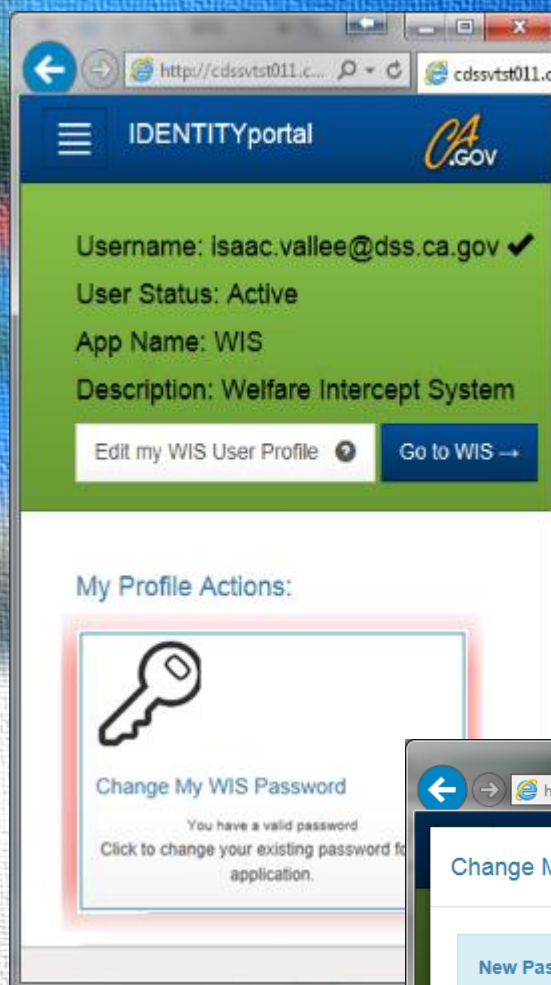
- Enter your username/email address for the application you want to manage your profile for and click “Sign In”.
- Find the application which you provided the username for above and click “Manage Account”.
- In order to protect your account, a onetime use AccessCode is automatically emailed to you. Provide that AccessCode when prompted and Click “Validate Access Code”.





## Change Password

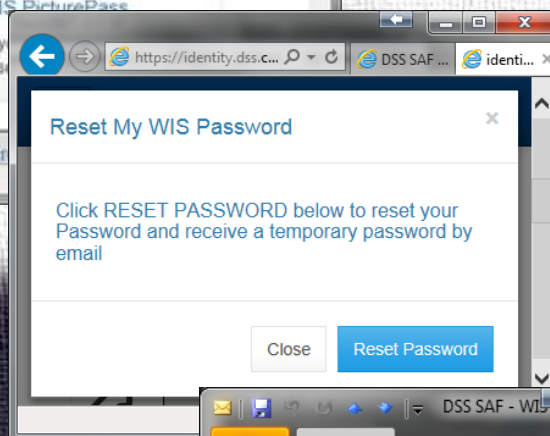
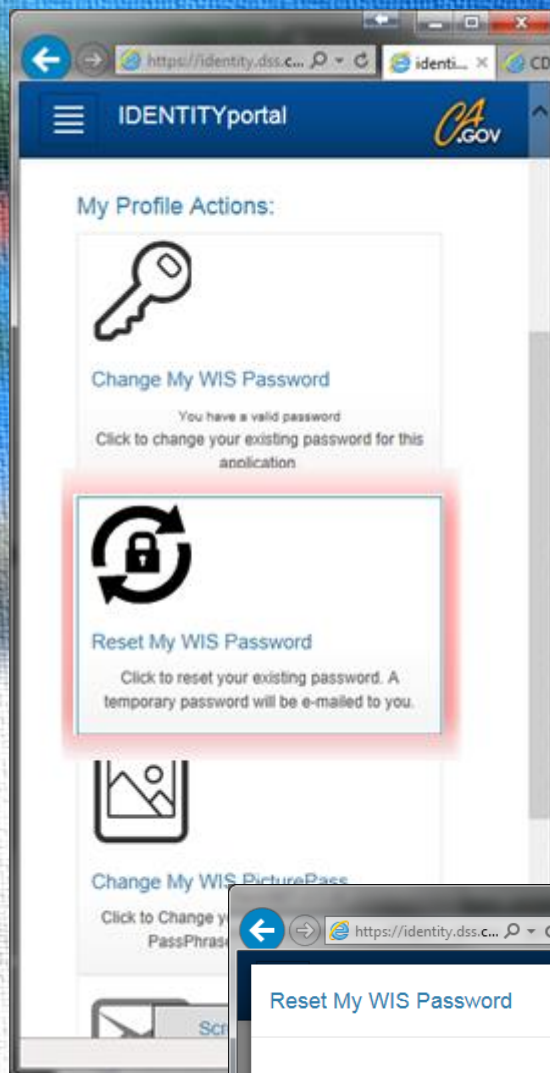
- Click on “Change My Password”
- Enter your current Password
- Enter your new Password
- Confirm your new Password
- Click “Change Password”





## Reset Password

- Click on “Reset My Password”
- Click “Reset Password” when prompted to receive a temporary password via e-mail.
- Return to “Change Password”

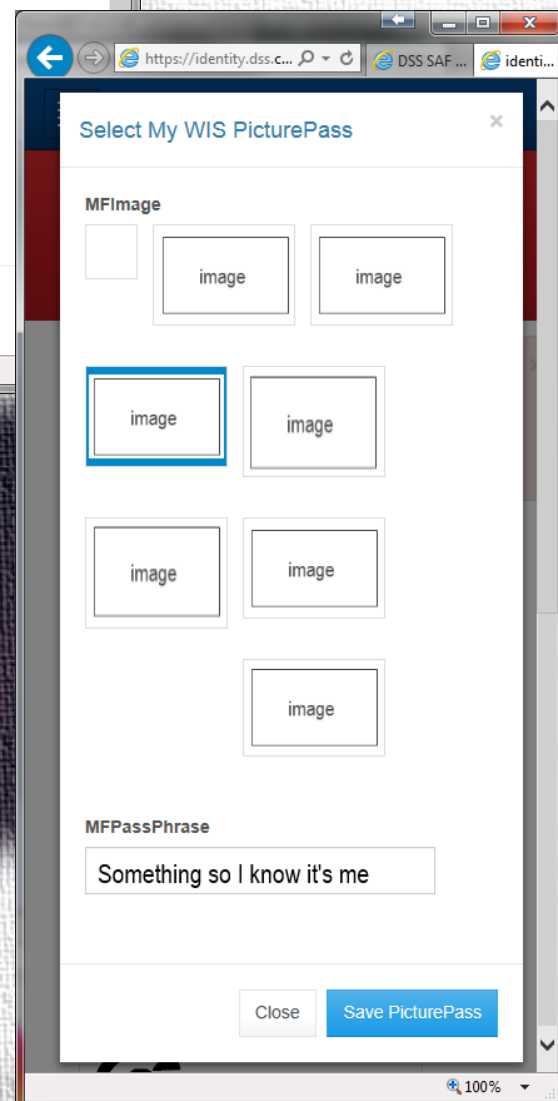
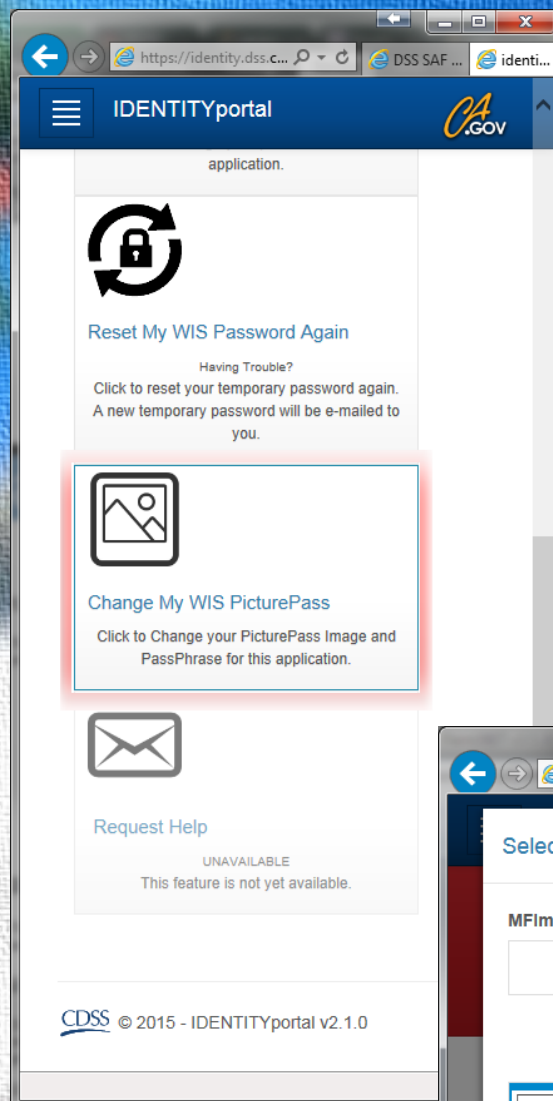




## Select PicturePass

\* this feature is not available for all applications..

- Click on “Select a PicturePass”
- Select an available image
- Enter a PassPhrase. Something so you know it's you is recommended
- Click “Save PicturePass”





## Edit Profile

- Click on “Edit my User Profile”
- Add or Change any information you are allowed to change
- Click “Save User Profile”

IDENTITYportal

Username: isaac.vallee@dss.ca.gov ✓

User Status: Active

App Name: WIS

Description: Welfare Intercept System

Edit my WIS User Profile ? Go to WIS →

My Profile Actions:

Change My WIS Password

You have a valid password  
Click to change your existing password for application.

Reset My WIS Password

Click to reset your existing password.  
temporary password will be e-mailed to

Edit My WIS User Profile

**UserName**  
isaac.vallee@dss.ca.gov  
Not editable by User

**UserStatus**  
Active  
Disabled by Application Admin

**DateCreated**  
02/10/2015  
Not editable by User

**LastActivityDate**  
05/29/2015  
Not editable

**EmailAddress**  
isaac.vallee@dss.ca.gov  
Not editable by User

**Role**  
County  
Disabled by Application Admin

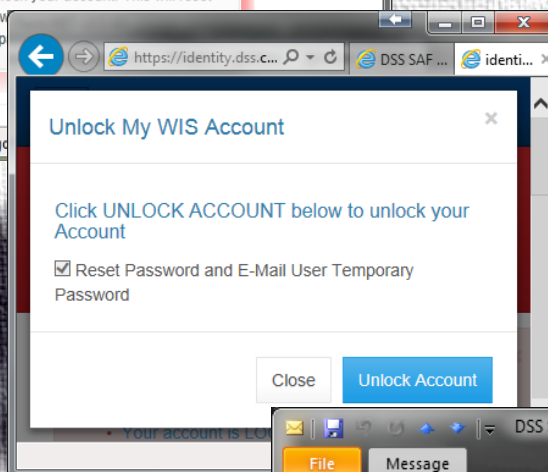
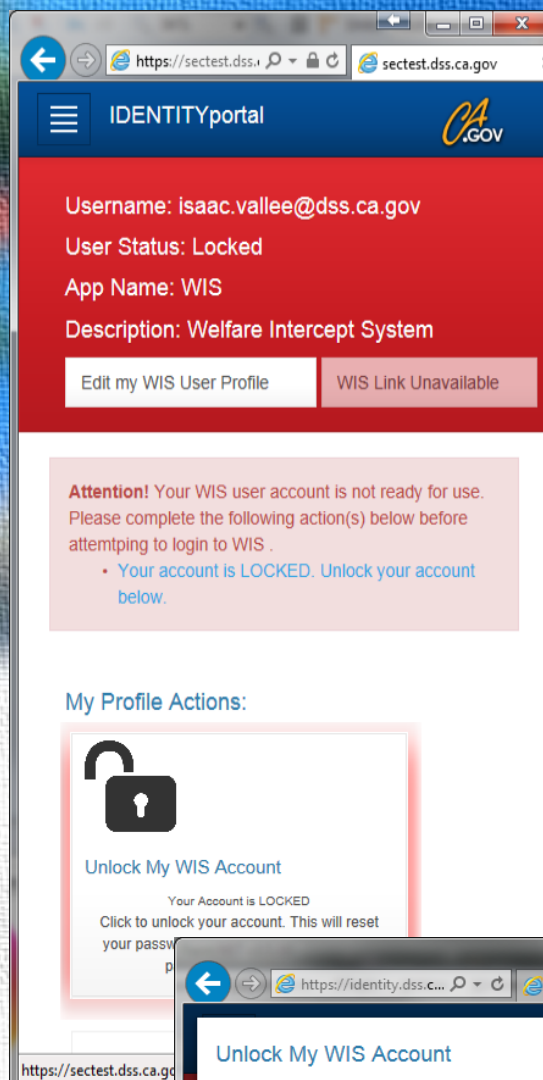
**AssignedCounty**  
Sacramento  
Disabled by Application Admin

**UserFirstName**



## Unlock Account

- Click on “Unlock My Account”
- Click “Unlock Account” when prompted to receive a new temporary password via email
- Return to “Change Password”





# NEED ASSISTANCE??

Contact Us

Email: [support@dss.ca.gov](mailto:support@dss.ca.gov)

MORE DETAILED INFORMATION IS AVAILABLE IN OUR TECHNICAL GUIDE

[https://identity.dss.ca.gov/identityportal/ip\\_tech\\_guide.pdf](https://identity.dss.ca.gov/identityportal/ip_tech_guide.pdf)

<https://identity.dss.ca.gov/identityportal>

